

WELCOME



Questions?

Put them in the box!



Corrective Action Plans



Corrective Action Plans

- Integral part of the monitoring process
 - All tiers must submit a corrective action plan
- It's a **PLAN** of how you will address monitoring findings to ensure better compliance
- Work as a team to complete
- Time is of the essence – the faster you submit and implement the plan, the more weight it carries

The Basic Plan

- Follow the format of the monitoring report
- Address the finding, not the instance(s)

FINDING # 1 — INITIAL CONTACT DATE

#952638- Preg. woman not notified of her eligibility within 10 days

- Get to the root of the problem
- Think of all the training resources available to you
- Call the State Office if you have questions

Resources and Ideas for a CAP Response

- State Plan
- M-SPIRIT Modules
- State Staff
- Staff Meetings
- Clinic Procedures
- Clinic Policy
- Documentation

How to Think Through a CAP Response

- What policy was found out of compliance? What does the policy say?
- What was the problem?
- Why did this finding happen?
- What approach will you use to address the finding?

A Good Example

Finding – No Proof of Income/Adjunctive Eligibility

- Policy 5.1 was not adhered to
- We did not SIS to verify adjunctive eligibility
- This happened because we used another participant's adjunctive eligibility and did not enter all WIC ID's associated.
- Discussed at staff meeting.

As a CAP Response....

“We reviewed policy 5.1 of the state plan and how it relates to proof of income, specifically adjunctive eligibility. We discovered that when we used another person’s adjunctive eligibility for a different household member, we did not enter all the WIC ID’s associated with it. This was discussed at a staff meeting and all staff members are now aware to enter all WIC ID’s in SIS.”

Another Good Example

Finding- No Follow-up on Referrals

- Policy 6.4 states that all referrals need a follow-up
- While we may have been following-up on referrals, we did not document
- No documentation of f/u on referrals
- We do a SOAP note for all f/u appointments. We will document the follow-up in the “P” section.

As a CAP Response....

“We reviewed Policy 6.4 of the State Plan and see that we must follow-up on all referrals made. As a staff, we decided that we were already doing this, but not documenting the conversation. Since we always do a SOAP note for a follow-up contact, we will document the referral conversation in the “P” portion of the plan. This was discussed at a staff meeting and we made signs for our computers so we will have a reminder during busy appointments.”

What if...

- **There are discussion topics**
 - Talk about them! They do not have to be addressed in the CAP (it's a good idea) but they do need to be addressed in the agency.
 - We will review these before the next monitoring visit.
- **There's only one instance!**
 - It still needs to be addressed

Participant Surveys

The Results are in!!!



The Numbers

- We had XXXX total number of surveys returned
- Out of the XXXX surveys....
 - Only X would not recommend a friend to WIC!
- For the most part, very positive results
- Some of the suggestions are state level suggestions
- Thank you for everyone who participated



How to Interpret the Results

4 = Excellent

3 = Good

2 = Fair

1 = Poor



Some Particularly Great Comments

- This program pretty much saved my butt.
- WIC was my saving grace after having my baby and my husband lost his job. Thank you!
- I wouldn't change a thing!
- Very helpful with breastfeeding. Love having the support.
- WIC is a blessing to us and our community. I appreciate everything they do for our family.

Some Particularly Great Comments, Cont.

- I appreciate WIC. It is fun experimenting with dry lentils, peas, etc.
- WIC has helped with feeding our children healthy food! It's great to have this service available.
- Excellent. Every lil' guy needs WIC.
- I cannot thank you all enough for the lactation support that you provide as well as the nutrition info and WIC support in general. You are an amazing blessing to us.

Some Particularly Great Comments, Cont.

- The WIC staff is really helpful to me and granddaughters. I have no complaints.
- WIC helps my daughter and I greatly! The women are so nice and make motherhood more enjoyable!
- It has been so helpful having the support and advice from the WIC staff. I am going through some tough times and this program has helped me out so much! I am grateful for everything. Thank you!

Some Particularly Frequent Suggestions/Comments

- It would be nice if we had a card like SNAP
- More money on the FVB
- Be able to go over the FVB amount
- More organic options
- Many variations of using benefits can be hard at stores
 - Cashiers are rude
 - Different stores allow different things
 - Better use of shelf tags
 - Cashiers need to be better trained

What we Learned

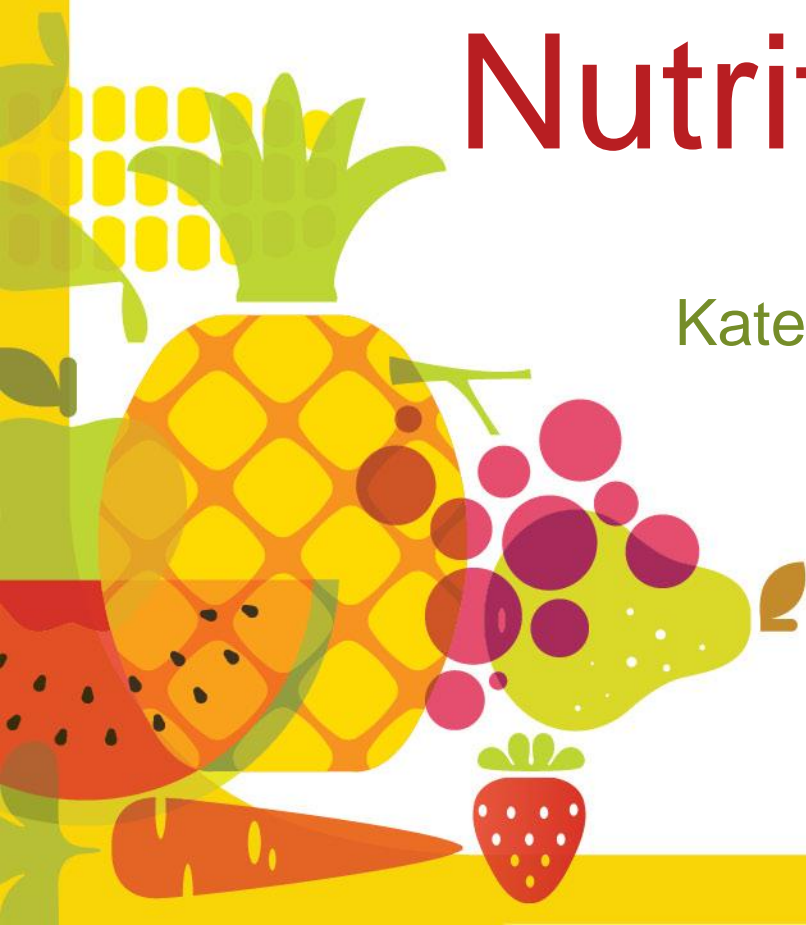
- Participant's biggest issue with WIC is using the benefits at the store
 - Hopefully, some issues will resolve themselves with EBT
 - Some will not and new issues will arise
 - Use educational visits to the store as an opportunity to see what training needs there are...and let us know if there's anything we can do to help!
 - Ask participants about their experience using benefits at the store
 - Even 'seasoned' WIC people may be having issues and just not saying anything about it.

What we Learned

- People love WIC
 - It's not just about the food. It's about the nutrition education, breastfeeding support and nurturing environment that you foster in the clinics
- Use the comments to tell your story
- Refer a Friend Programs
- Clinic specific ideas

Nutrition Assessment

Kate Girard, RD & Chris Fogelman, RD



Purpose

- Review new nutrition assessment questions as discussed in 3/7/13 conference call



Nutrition Assessment (VENA)

- Must be asked at **every** certification, each person
- Documentation should be understandable
- You *CAN* see previous contacts by date
- Risk codes should be entered by CPA only in risk code tab
- Some free form, multiple choice or one choice (drop down)
- Document details in SOAP as needed
 - medical condition, dx, providers, justification for inappropriate nutrition risk, medications, etc.

Nutrition Assessment

- New: Discussion topics and referrals (not all inclusive)
 - Document in SOAP
- Different questions for each category:
 - Pregnant women
 - Postpartum/Non-breastfeeding women
 - Breastfeeding women (all)
 - Infants
 - Fully, partially/substantially, non-breastfeeding
 - Children
 - 1-2 yr., 2-3 yr. and 3-5 yr. + mid-cert assessment for each



Nutrition Assessment

- At certification
 - Open CGS and add new contact, only answer questions for certification & finish
- At mid-cert assessment
 - Click on Nutrition Assessment tab and add contact
 - *No longer copying and pasting*
 - Skip through certification questions until you get to mid-cert
- All are posted on website for reference (pdf)



Client Centered

- Pause after response, reflect, educate on issues as you go and then ask the next question
- Less is more in counseling
- Find your own language, have a conversation and then enter into computer (if that is comfortable for you)
 - Example...

WICHealth.org

Kate Girard, MHS, RD



WICHealth.org is...

An online nutrition education program designed specifically for WIC participants, benefits include:

- Fewer appointments
- Time and money (gas) saved
- Flexible
- Individualized, evidenced-based education
- Online format preferred, easier for many

Clinic set up

- Register at wichealthsupport.org (one per agency)
- Set up profile
- Set up email account (general) via local agency
- Let me know your email address and clinic name
- Plan how follow up will work
- Get handouts ready
- Start promoting!

How it works

- CPA determines who can participate (low risk)
- Participant given insert with all information (handout)
- Participant completes education at their convenience
 - before next set of benefits is due
- Certificate sent to office (email)
- Staff follow up with participant (phone or in person)
- Benefits issued, next appointment set

Tips

- Best to have all staff demo, see what participants see
- Explore WICHealthsupport.org site
 - Resources, reports, materials to promote
- Promote to participants (fliers, posters, inserts)
- Discuss at staff meetings
- Designate someone to facilitate
- Provide feedback & recommendations to me
- Come by to demo program and discuss!

Barriers?

- Computer/internet access
- Who in clinic will follow up/issue benefits
- Number of people who qualify (low risk)
- Quicker just to go to the office?
- Staff forget to promote/don't understand how it works

Let's discuss!

Long Distance RD Services

How to use an **iPad** or **PC** to
communicate with clients long
distance

General Communication Requirements

- Audio requires 45 Kbps
- Video requires about 300 Kbps

Wireless.....not a problem!

- Wireless G provides about 25 Mbps
- Wireless N provides about 150 Mbps

Cable Internet

- Check with your provider
- Can be as low as 128 Kbps

DSL Internet

- Check with provider
- Can be as low as 128 Kbps

MiFi/Cellular Internet

- Speed test on MiFi in Helena had 3M upload but usage is limited by cell coverage

Hardware - Desktop

- Usually does not have camera or microphone
- Can use WebEx but cannot use Facetime
- WebEx can display documents, webpages and annotations

Hardware-Laptop

- Newer ones have cameras and microphones
- Can use WebEx but not Facetime (if PC)
- WebEx can display documents, webpages and annotations

Hardware – iPad/Tablet

- Have camera and microphone
- iPads have Facetime
- WebEx can be used on most devices

Software

- WebEx – Has FREE service. Is recommended.
- Skype – There are security concerns so don't use
- Paid Services (GoToMeetings) – OK, but make sure your service uses encrypted connections

Software, Cont.

- Dropbox – Integrates with WebEx on iPad and is considered secure
 - No participant information
- Others – Generally not encrypted so don't use

Security Goals

- **Privacy**

- Physical
- Communications
- Storage

- **Risk**

- Viruses and other attacks

The Exciting World of WebEx!

- The **free** version of WebEx gives you all the tools you need to have a great long distance visit with a participant
- Allows you to communicate....
 - PC to PC*
 - PC to iPad*
 - iPad to iPad
- It's **WAY** more accessible to participants outside of the clinic setting.

Worth noting...

- Must have internet connection
- Even the recipient must have the WebEx client (application) installed on their computer or be able to download it (you will be prompted).
- Free version only allows audio over the internet
 - You can set up a conference call if you need to

Video and Voice

Hi!



Share Desktop

PF - 1 Year 9 Months 27 Days - WIC ID: 00585413 - HH ID: 00003956

File Participant Activities Benefit Management Document Imaging Help

Certification History Health Information Nutrition Education Referrals Income History Benefits History App Demographics Immunization HT/WT/Blood Food Prescription Risk Factors Nutrition

Food Prescriptions

Food Prescription for Certification

- 06/12/2012
 - 12 - QUART(S) WHOLE MILK
 - 1 - 16 OZ PACKAGE WIC CHEESE
 - 1 - 4 CANS (16-14 OZ) BEANS (LEGUMES)
 - 1 - DOZEN LARGE A or AA WHITE EGGS
 - 36 - OUNCES WIC APPROVED BREAKFAST CEREAL
 - 2 - 64 OZ PLASTIC BOTTLE(S) OR 12 OZ FROZEN WIC JUICE
 - 600 - FRUIT AND VEGETABLE BENEFIT
 - 2 - 16 OZ WIC WHOLE GRAIN CHOICE
- 06/09/2012
- 12/09/2011

Add... Edit...

4/5/2013 1:41

PF - 1 Year 9 Months 27 Days - WIC ID: 00585413 - HH ID: 00003956

File Participant Activities Benefit Management Document Imaging Help

Certification History Health Information Nutrition Education Referrals Income History Benefits History App Demographics Immunization HT/WT/Blood Food Prescription Risk Factors Nutrition Assessment

Food Prescriptions

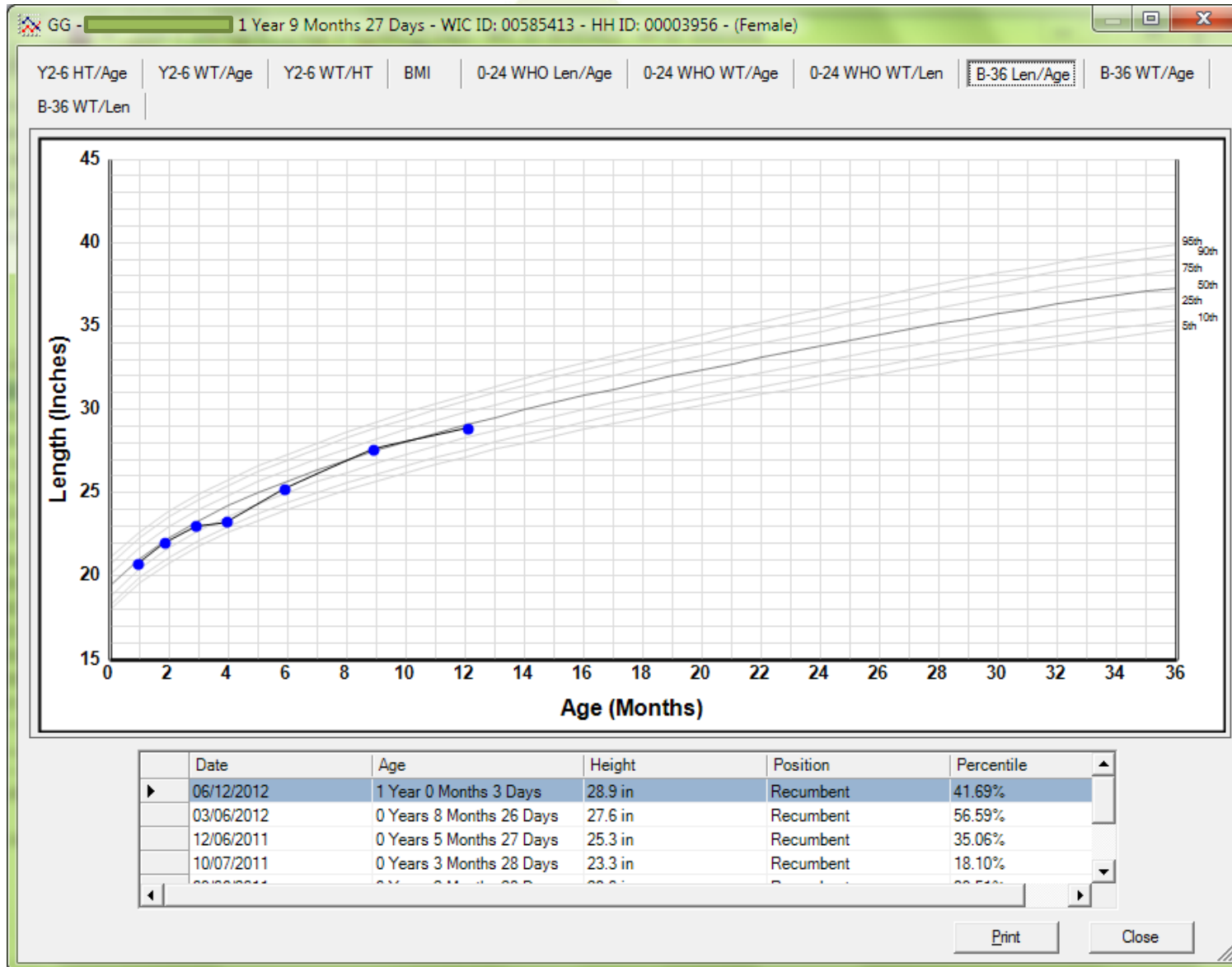
Food Prescription for Certification

- 06/12/2012
 - 12 - QUART(S) WHOLE MILK
 - 1 - 16 OZ PACKAGE WIC CHEESE
 - 1 - 4 CANS (16-14 OZ) BEANS (LEGUMES)
 - 1 - DOZEN LARGE A or AA WHITE EGGS
 - 36 - OUNCES WIC APPROVED BREAKFAST CEREAL
 - 2 - 64 OZ PLASTIC BOTTLE(S) OR 12 OZ FROZEN WIC JUICE
 - 600 - FRUIT AND VEGETABLE BENEFIT
 - 2 - 16 OZ WIC WHOLE GRAIN CHOICE
- 06/09/2012
- 12/09/2011

Add... Edit... Delete

4/5/2013 1:41 PM

Annotation



Whiteboard



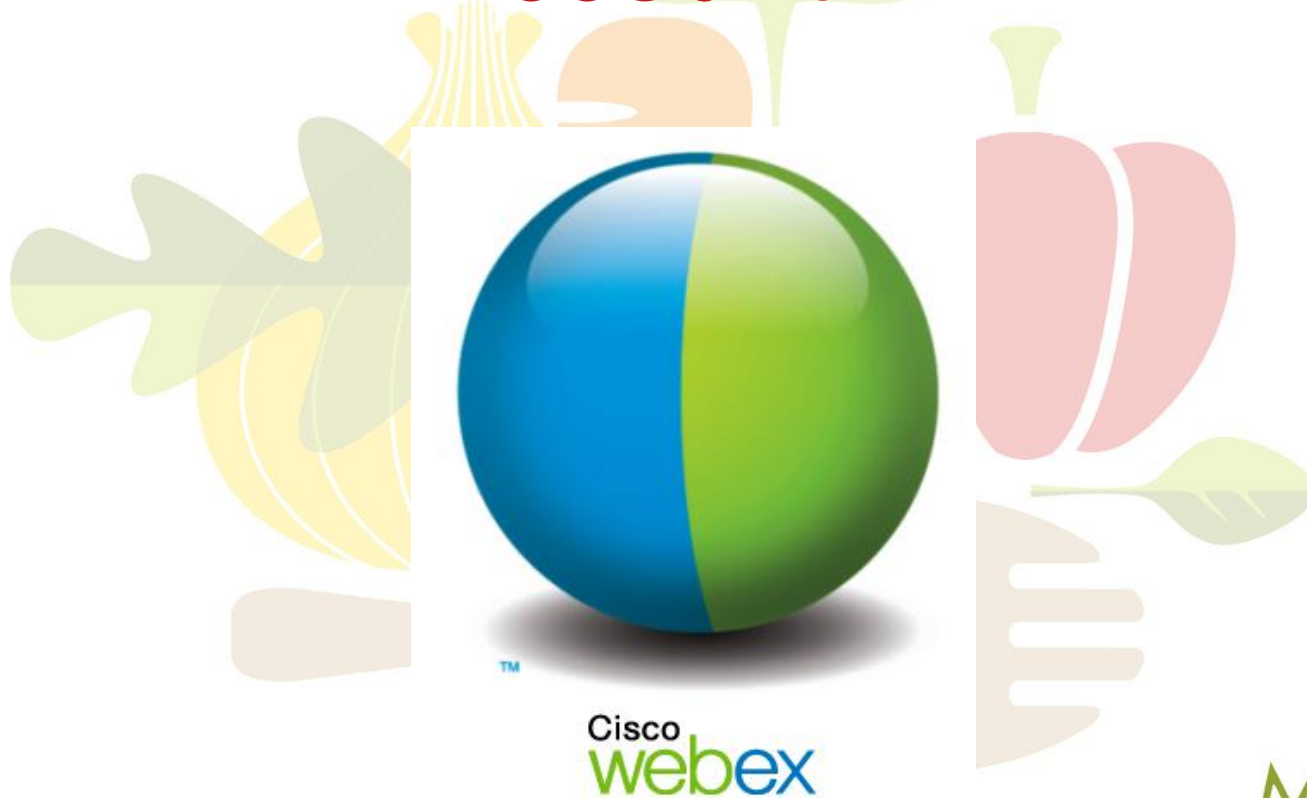
Dropbox

- Dropbox can be used to share documents with participants via WebEx on an iPad
- www.dropbox.com
 - Free to set-up an account
- Documents, pictures
- No client information in Dropbox

Uses of WebEx

- Long-distance RD visits
 - RD's should work at a computer (webcam and mic), participant can be at PC or iPad
 - Keep iPad at trusted location (library, public health office...)
- Satellite Clinics
 - Aide can set up, get demographical/eligibility info, weights/measures, CPA finishes via WebEx
- Other ideas? Ask Chris or Kate!

This really is the wonderful world
of WebEx! How do I start an
Account??



Go to www.webex.com

Cisco WebEx Web Conferencing, Online Meetings, Desktop Sharing, Video Conferencing - Windows Internet Explorer

http://www.webex.com/

USA (Change) | Buy WebEx | Support | Contact Us | Manage your Account

Cisco webex Why WebEx Products How To Plans Host a Meeting Attend a Meeting

WebEx Meetings

Get unlimited meetings in HD video.
Work together in shared Meeting Spaces.

Sign up Free

Get a full-featured Premium account.
[Buy now!](#) Plans start at \$19/month.

WebEx Event Center
Engage audiences with high-impact webinars and online events.
[Learn More](#)

WebEx Training Center
Effective online training, and rich, collaborative learning environments.
[Learn More](#)

WebEx Support Center
View and control remote desktops to provide instant, personalized support.
[Learn More](#)

New! Share files in a meeting – from your iPad [Learn More](#)

Follow Us: [f](#) [t](#) [You Tube](#) [RSS](#)

HOME | SOLUTIONS | SUPPORT | HOW TO | WEBEX CHANNELS

Internet | Protected Mode: Off



Come to our informative hands-on session!!

**And should you have questions later, call Leah or
the Helpdesk!!**



Help!